

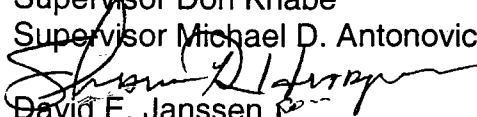


County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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(213) 974-1101
<http://cao.co.la.ca.us>

DAVID E. JANSSEN
Chief Administrative Officer

December 23, 2004

To: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich
From: 
David E. Janssen
Chief Administrative Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

E-COMMERCE STATUS REPORT

On November 16, 2004, the Board approved a motion by Supervisors Antonovich and Knabe, instructing the Chief Administrative Officer, with support from the Electronic Commerce (E-Commerce) Taskforce (Taskforce) staffed by the Chief Information Officer, County Counsel, Treasurer and Tax Collector, Director of Internal Services and Auditor-Controller, to issue a Request for Information (RFI) for E-Commerce applications on behalf of all County departments and to provide the Board with monthly reports on their findings and recommendations for a Countywide E-Commerce solution including an analysis by the E-Commerce committee of the fee structure and the County's cost neutrality policy.

This is the first status report on the progress of the Taskforce. During the meetings with the Taskforce, a number of policy and logistic issues were identified. Some of the issues include: 1) the need to identify the existing services that various departments collect payments from the public for fines, fees, taxes, permits, licenses, services and merchandise; 2) the need to identify of these service lines, how many are currently conducted using the various forms of payments (cash, checks, credit cards, electronic transfers, etc.) and how are payments received (mail, over-the-counter, automated telephone systems, etc.); 3) the need to determine which features of electronic payment processing should be outsourced versus those that can be provided in-house; 4) the need to identify how the cost neutrality policy was met for those service lines currently accepting credit card payments; 5) the need to identify applications that can not be implemented because of the departments' inability to meet the cost neutrality policy; and 6) the need to determine the process departments can adhere to in implementing an E-Commerce application.

Each Supervisor
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Considering some of the issues identified, the Taskforce decided to conduct a departmental survey to assess and inventory the scope of the County's E-Commerce applications. This survey was released on December 15, 2004 on the County's intranet, and departmental responses are due on December 23, 2004. The Taskforce will analyze the data and, based on the results, will determine the required actions to take in outsourcing electronic payment processing in the County.

Please call me or your staff can call Chiu Lee at (213) 974-1261 if there are any questions.

DEJ:DL
ADC:CL:lbm

c: Executive Officer, Board of Supervisors
County Counsel
Auditor-Controller
Chief information Officer
Director of Internal Services
Treasurer and Tax Collector